

**OPIOID TREATMENT ACCREDITATION TECHNICAL ASSISTANCE PROJECT
(OTATAP)**

OPERATIONALIZING CULTURAL COMPETENCE IN TREATMENT SERVICES

DAY ONE AGENDA - MORNING

Day One: 8:00 a.m. - 4:30 p.m.

- 8:00 a.m. Registration and Continental Breakfast
- 8:30 Module One: Introduction to the Workshop
- Welcome
 - Facilitator Introductions
 - Overview of OTATAP
 - Workshop Logistics
 - Purpose and Objectives of the Workshop
 - What This Training Is and Is Not
 - Participant Introductions and Expectations Exercise
 - Workshop Agenda
 - Housekeeping Rules
 - Participant and Resource Guides
- 9:30 Module Two: A Framework for Cultural Competence
- Definition of Terms and Concepts Exercise
- 9:45 Module Three: The Business Case for Cultural Competence
- Review of National Academy of Sciences' Institute of Medicine Research Findings
 - Overview of OTATAP Focus Group Results
 - Business Case Exercise
 - Consequences of a Lack of Cultural Competence
- 10:45 Break
- 11:00 Module Four: Individual and Group Barriers Cultural Competence
- Dimensions of Diversity
 - The Cultural Identity Exercise
- 12:00 Noon Lunch (On Your Own)

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DAY ONE AGENDA - AFTERNOON

- 1:00 p.m. Module Five: Assessing an Organization's Cultural Competence
- Benefits of an Organizational Assessment
 - The Effective Assessment Process
 - National Standards for Cultural Competence in Healthcare
 - Organizational Assessment Exercise
- 2:45 Break
- 3:00 Module Six: Planning for Change
- Developing an Organizational Assessment Plan
- 4:00 Module Seven: Day One Closing Activities
- Day One Summary and Wrap-Up
 - Pluses and Wishes Exercise
 - Announcements
- 4:30 Closure

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DAY TWO AGENDA - MORNING

Day Two: 8:00 a.m. - 4:30 p.m.

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| 8:00 a.m. | Sign-In and Continental Breakfast |
| 8:30 | Module One: Day Two Opening Activities <ul style="list-style-type: none">• Summary of Day One• Overview of Day Two Agenda• Logistical Announcements |
| 8:45 | Module Two: Providing Culturally Competent Care <ul style="list-style-type: none">• Culturally Competent Care Role-Plays• Factors to Consider in Culturally Competent Care |
| 10:00 | Break |
| 10:15 | Module Three: Improving Language Access Services <ul style="list-style-type: none">• Barnga Simulation• Stumbling Block to Cross-Cultural Communications• Addressing Cross-Cultural Conflict |
| 11:30 | Lunch (On your own) and Hotel Check-Out |

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DAY TWO AGENDA – AFTERNOON

- 1:00 p.m. Module Four: Creating Organizational Support for Cultural Competence
- Board
 - Staff
- 2:15 Break
- 2:30 Module Five: Drafting a Cultural Competence Strategic Plan
- Individual or Small Group Planning Activity
 - Large Group Discussion
- 4:00 Module Six: Workshop Closing Activities
- Summary and Wrap-Up of the training
 - Logistical Announcements
 - Participants' Evaluation of the Workshop
 - Closing Remarks
- 4:30 Closure